



Client/Candidate Complaints

1. Where the non-conformity is in relation to a service offered by ATA Recruitment Ltd, then this will be processed as a complaint, whether or not this is identified internally or externally.

1.1 On receipt of a verbal complaint, the recipient will request that Client/Delegate puts this in writing and forwards the details to the Management Team to allow it to be processed.

1.2.1 On receipt of a written complaint, the recipient will forward the details to the Management Team, who will record the complaint.

1.2.2 The Management Team will review the complaint and forward this to an appropriate Director, who will acknowledge receipt and advise the Management Team of the timescale for review & completion.

1.2.3 The Management Team will advise the Client/Candidate that the complaint is being processed, along with the name of the Director dealing with the complaint and the target completion date.

1.2.4 On completion of the review the Client/Candidate will be advised of the outcome and any action that is to be undertaken. The investigation report will be returned to the Management Team for processing.

1.2.5 The Management Team will summarise all Client complaints and present an overview to the Board.

2 Procedural / Process Non-Compliance

2.1 Where a procedural deficiency is identified, this will be notified to the Management Team and a formal complaint will be raised.

3 Continual Improvement

3.1 ATA Recruitment Ltd will systematically review the Management System documentation, audit results, Client complaints, Client feedback forms and

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BRISTOL
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York House
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The Derby Conference Centre
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DE24 8UX

2 Cecil Court
49-55 London Road
ENFIELD
EN2 6DE

69 Buchanan Street
GLASGOW
G1 3HL

Fairfax House
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LE1 1FB

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Seymour Grove
MANCHESTER
M16 0LN

Granger House
123-127 Clayton Street
NEWCASTLE
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Unit 2 Pegasus Court
26 Herschel Street
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SL1 1PA



analyse data from both the Client Review and Customer/Candidate Feedback Forms in order to: -

- continually improve the effectiveness of the process system
- identify areas of potential non-conformances in order to implement preventative action.

This will be done at the Management/Operation Meetings and will form the basis of establishing the quality objectives and targets for ATA Recruitment Ltd.

3.2 As part of the process, employees will be encouraged to identify areas of potential systems improvements and register these with the Management Team.

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